

Race Relations in Springfield

**Missouri Advisory Committee to the
U.S. Commission on Civil Rights**

August 1999

A report of the Missouri Advisory Committee to the U.S. Commission on Civil Rights prepared for the information and consideration of the Commission. This report will be considered by the Commission and the Commission will make public its reaction.

The United States Commission on Civil Rights

The United States Commission on Civil Rights, first created by the Civil Rights Act of 1957, and reestablished by the United States Commission on Civil Rights Act of 1983, is an independent, bipartisan agency of the Federal Government. By the terms of the 1983 act, as amended by the Civil Rights Commission Amendments Act of 1994, the Commission is charged with the following duties pertaining to discrimination or denials of the equal protection of the laws based on race, color, religion, sex, age, disability, or national origin, or in the administration of justice: investigation of individual discriminatory denials of the right to vote; study and collection of information relating to discrimination or denials of the equal protection of the law; appraisal of the laws and policies of the United States with respect to discrimination or denials of equal protection of the law; maintenance of a national clearinghouse for information respecting discrimination or denials of equal protection of the law; investigation of patterns or practices of fraud of discrimination in the conduct of Federal elections; and preparation and issuance of public service announcements and advertising campaigns to discourage discrimination or denials of equal protection of the law. The Commission is also required to submit reports to the President and the Congress at such times as the Commission, the Congress, or the President shall deem desirable.

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An Advisory Committee to the United States Commission on Civil Rights has been established in each of the 50 States and the District of Columbia pursuant to section 105 (c) of the Civil Rights Act of 1957 and section 3(d) of the Civil Rights Commission Amendments Act of 1994. The Advisory Committees are made up of responsible persons who serve without compensation. Their functions under their mandate from the Commission are to: advise the Commission of all relevant information concerning their respective States on matters within the jurisdiction of the Commission; advise the Commission on matters of mutual concern in the preparation of reports of the Commission to the President and the Congress; receive reports, suggestions and recommendations from individuals, public and private organizations, and public officials upon matters pertinent to inquiries conducted by the State Advisory Committee; initiate and forward advice and recommendations to the Commission upon matters in which the Commission shall request the assistance of the State Advisory Committee; and attend, as observers, any open hearing or conference that the Commission may hold within the State.

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Letter of Transmittal

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U.S. Commission on Civil Rights

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The Missouri Advisory Committee submits this report of its review of race relations in Springfield conducted during a community forum held on August 13, 1997. As part of its responsibilities to advise the Commission on civil rights issues in Missouri, the Advisory Committee invited Springfield residents, the mayor, the police chief, and the school district superintendent to provide their views on race relations.

The Advisory Committee, knowing that many taxpayers do not know where and how to file discrimination complaints, invited city, State, and Federal agencies to give presentations on how their complaint systems work for persons who have encountered discrimination.

The NAACP, Springfield branch, has monitored incidents of discrimination in the city as part of its mission. In recent years, the public discussion of the lynching of three innocent black men that occurred in 1906 has generated a call for a public apology for the lynching to the black community by city officials. This issue has hampered race relations in Springfield. Despite this serious, historical misdeed, the city's atmosphere is open to ideas for change.

The Springfield school district and the Springfield police department have indicated to the Advisory Committee their efforts to improve services to all students and residents. Springfield residents similarly have articulated their concern about equal treatment and services. The city residents have received new information on how to access government services for civil rights issues.

The majority and minority communities are beginning to know and to respect each other's different and distinct lifestyles. The Springfield community has the potential, the resources, and the leadership for making positive changes and taking a giant step forward into the 21st century in the area of race relations.

Respectfully,



Dr. Alma Pura Navato, *Chairperson*
Missouri Advisory Committee

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Contents

I. Introduction..... 1

II. Race Relations—A Community Perspective 2

III. Race Relations—An Institutional Perspective 4

IV. How To File A Discrimination Complaint 7

V. Summary..... 12

Appendices

A. Meeting Agenda..... 13

B. Guide to Missouri Civil Rights Agencies 15

C. City of Springfield City Council Resolution..... 21

D. City of Springfield Affirmative Action Plan (partial)..... 23

I. Introduction

Purpose and Background

The Missouri Advisory Committee to the U.S. Commission on Civil Rights has conducted race relations forums in Pemiscot County and in Jefferson City.¹ Experience from these Missouri meetings and previous State Advisory Committee projects in the region reveals that the average citizen has limited knowledge as to where or how to file a civil rights complaint. The average person does not know the extent of enforcement of civil rights laws that are entrusted to government agencies. However, there are some community advocates who help individuals exercise their rights by seeking justice in discriminatory incidents. Community advocacy groups such as the NAACP, LULAC, local independent living centers, the National Organization for Women, and American Indian centers are knowledgeable about the status of civil rights enforcement efforts and race relations in their respective communities.

The Missouri Advisory Committee, in its efforts to collect race relations data statewide and in response to monitoring concerns by Advisory Committee members, conducted a civil rights empowerment forum in Springfield on August 13, 1997. The purpose of the meeting was to receive information on "How to File a Discrimination Complaint" and on the status of race relations in Springfield from the perspectives of city, State, and Federal government officials as well as community advocates.²

Springfield has a population of 149,811 and is located in a Standard Metropolitan Statistical Area of 294,526 people in southwest Missouri.³ The Springfield minority population includes 3,197 blacks, 1,264 Asian Americans, 1,339 Hispanics, and 939 American Indians.⁴

¹ Missouri Advisory Committee to the U. S. Commission on Civil Rights, *Race Relations in Pemiscot County* (October 1994), and others.

² Missouri Advisory Committee meeting, Dec. 5, 1996, and background information to Advisory Committee, Aug. 13, 1997.

³ Ibid.

⁴ Telephone call inquiry to city of Springfield Planning Unit (October 1997). The numbers are lower than the SMSA La-

A master's degree thesis, "Easter Offering: A Missouri Lynching, 1906," written by Mary N. Clary for the history department of Southwest Missouri State College provides a historical backdrop for race relations in Springfield. Its research describes the city of Springfield, its residents, and events leading up to a lynching incident on April 14, 1906.⁵

It started when police arrested two black men for a robbery, but the men were also accused of raping a white woman.⁶ On that Saturday night, of an Easter weekend, a group of Springfield residents broke into the city jail and took the two prisoners to the town square. The two were hung and burned without a trial to determine their guilt. But the mob was still not satisfied, so they went back to the jail and took a third black man and gave him a mock trial.⁷ They doused his body with coal oil, hung him by the neck, and pushed him into a fire. After the lynching racial tensions remained high in Springfield.⁸ Fear, terror, and intimidation caused several hundred black residents to leave the city of Springfield forever.⁹

In recent years, Springfield residents have talked about a public apology owed to the black community because of the 1906 lynching incident. White community leaders have not made a formal apology. This inability by public officials to issue a public apology has affected race relations in the city.¹⁰

Despite these circumstances, the NAACP, a local ministerial alliance, and other organizations continue to identify problems and work hard to find solutions in race relations.

bor Market Information found in the city's affirmative action program, which targets a larger area.

⁵ "The Easter Offering: A Missouri Lynching 1906," presented to the Department of History, Southwest Missouri State College by Mary Newland Clary, December 1970.

⁶ Ibid., pp. 10-14.

⁷ Ibid.

⁸ Ibid.

⁹ Ibid.

¹⁰ "Discussion Settles on 1906 Lynchings," *News-Leader*, April 18, 1996.

II. Race Relations—A Community Perspective

As a part of its responsibility to monitor civil rights and race relations issues, the Missouri Advisory Committee visited Springfield, Missouri, in August 1997 to listen to its residents and government officials. Many views on race relations were offered during the Advisory Committee's forum.

Lee Gannaway, the mayor of Springfield, said the city is on target with minority hiring relative to their percentage in the labor market. However, the mayor admitted that despite concentrated efforts to recruit minorities for the police force, the city has not been successful. He indicated that perhaps the reason for the lack of minority police officers is due to the city's extremely high standards for the position and that those minority persons who qualify for the police force can make twice as much money in the private sector.¹

Mayor Gannaway discussed the city's race relations in the context of the Easter lynching of three black males in the town square, on April 14, 1906. The persons responsible for the lynching were tried but not convicted of the lynching. Ninety years later, the question of making a public apology to the black community for the lynching has become a concern. However, the mayor agrees with one community thought that says, "Let's look to the future with a positive attitude," as Springfield's way of looking at race relations in the city.²

Lesia Denney, the executive director of Responsible Education and Discipline (READ), an organization of parents residing in the Springfield School District, R-12, spoke to the Committee about several school incidents that surfaced in October 1996 when parents contacted her about problems in the neighborhood middle school. Some of the complaints were about student suspensions. The alleged lack of objectivity of the school district and the inability of parents

to have their grievances recognized prompted community action.³

Ms. Denney gave personal examples of how her son and daughter were not given proper educational services in the administration of the student discipline policy. Her daughter was given an in-school suspension (ISS). This ISS period was held in a converted bathroom in the basement, which displayed nasty racial graffiti on the walls. Ms. Denney filed a sexual harassment grievance against the school district. This grievance was found unacceptable by the school district because it did not fall under the guidelines. Her grievance was invalid because it was filed with an outside agency.⁴ The READ group, which consists of approximately 40 persons, the majority of whom have experienced difficulty in communicating with school officials, will use the NAACP organization to help facilitate talks with the school district.

Rosemary Stewart-Stafford, a member of the NAACP, Springfield branch, gave the Committee her perspective on race relations based on her community activity experience. She used a collection of newspaper articles to support her comments. She recalled an activity in 1990, when the Ku Klux Klan (KKK) held a rally in a Springfield city park. Ms. Stewart-Stafford decided to hold an anti-KKK rally at the same time the KKK held its activity. Her purpose was to promote love and harmony in her town.⁵

Ms. Stewart-Stafford spoke about the community's efforts to get an apology for the 1906 lynchings in Springfield. She noted that Darrall Moore, a prosecuting attorney for the city of Springfield, said:

In my 12 years. . . I have seen the suspicions, distrust, and lack of confidence that many members of the black community have towards those of us in law enforcement, the prosecutor's office, and the court system. Does part of this distrust stem from the fact that several institutions failed to speak out to repudi-

¹ Lee Gannaway, Transcript of Missouri Advisory Committee community forum held Aug. 13, 1997, Springfield, MO (hereafter cited as *Transcript*), pp. 17-18.

² *Ibid.*, p. 23.

³ *Transcript*, pp. 191-94.

⁴ *Ibid.*

⁵ Rosemary Stewart-Stafford, *Transcript*, pp. 203-05.

ate the vile act of 1906? I believe so. I believe that we cannot start working together to erase racism and other forms of discrimination until those of us currently occupying positions of power apologize to the black community for our biggest historical example of discrimination."⁶

Athel Ranson II, the president of the NAACP, Springfield branch, provided the Advisory Committee with information about the organization's relationship with the police department and other groups. The NAACP has filed

discrimination complaints locally or with Federal officials when necessary. Mr. Ransom gave two examples, one of the mysterious, suspicious hanging death of a 19-year-old male person, living north of Springfield. He also mentioned a cross burning incident on the property of a mixed marriage couple living south of Springfield. He reported these two racial incidents to the U.S. Department of Justice, including the Community Relations Service.

⁶ Ibid., pp. 212-13.

III. Race Relations—An Institutional Perspective

Education

Arnold Greve, the superintendent of the Springfield R-12 School District, gave the Advisory Committee a profile of the district's operations. He said the district's student enrollment in the recent past has been 92 percent white; approximately 4 percent of students are African American, 2 percent Hispanic, 2 percent Asian, and less than 1 percent American Indian. There has been little change in the student statistics. The one exception is a growing Hispanic community, which has doubled from 1 to 2 percent (1994-1996). There are approximately 24,900 students in the Springfield schools.¹ The school district in 1996 made an effort to improve attendance. All student groups improved their attendance, with African American students showing the biggest gains.

According to Dr. Greve, the district's employment profile shows 1,856 certified staff and 1,067 noncertified staff for a total staff of 2,923 employees. The district employs 17 African American certified staff members, 2 Asians, 9 Hispanics, and 5 American Indians, for a total of 33 in the minority category.² The district's noncertified staff members numbers 1,067, of whom 1,037 are whites, 19 are African Americans, 2 are Asians, 3 Hispanics, and 4 American Indians, for a total of 28 minority persons or 3 percent of this category's total.³

The district implemented efforts to increase the number of minority certified staff 2 years ago. The school district started a minority scholarship program with three local institutions of higher learning. This involved students enrolled in teacher training programs. These students accept significant financial aid in exchange for the promise upon graduation to teach in the Springfield school district.⁴

The superintendent told the Committee about the school district's method of collecting student dropout data. The district counts each student only once. Dr. Greve said that during the past year (1996-97) this count dropped from 489 students to 429. Of the 429 dropouts, 383 were white, 34 African American, 8 Hispanic, 2 Asian, and 2 American Indian.⁵ Like most school districts, the Springfield district has an important objective in its academic plan to reduce the number of dropouts.⁶

Dr. Greve said August 1997 was the first time the district implemented mandatory sensitivity training for all staff members and administrators. The Respecting Ethnic and Cultural Heritage (REACH) training program has been available to the Springfield school district staff, but it was never mandatory. The superintendent also described an active, high profile school district multicultural committee and other activities designed to help improve race relations in the schools and in the community.⁷

With reference to student suspensions, Dr. Greve submitted that minority and biracial students are receiving a higher number of suspensions on a proportional basis across the district's schools. School officials are trying to evaluate the impact when there is a concentration of suspensions affecting minority students. On a case by case basis, suspensions are being evaluated against how school administrators interpret the district's revised discipline policies and the Missouri Safe School Act, both of which have been implemented in recent years and have affected student suspensions and dropout data.⁸

Dr. Greve spoke of the school district's outreach to minority group leaders, the NAACP, the African American Ministerial Coalition, and several highly visible multicultural activities that should enhance school-community relations.⁹ By

¹ Arnold Greve, Transcript of Missouri Advisory Committee community forum held Aug. 13, 1997, Springfield, MO (hereafter cited as *Transcript*), pp. 34-35.

² *Ibid.*, pp. 34-35.

³ *Ibid.*, p. 35.

⁴ *Ibid.*, pp. 35-36.

⁵ *Ibid.*, pp. 38-40.

⁶ *Ibid.*

⁷ *Ibid.*, pp. 44-47.

⁸ *Ibid.*, pp. 65-66.

⁹ *Ibid.*, p. 44.

his own admission, Dr. Greve mentioned the many good things happening in the district; however, the district has a long way to go before the minority student population achieves equal educational access.¹⁰

Administration of Justice

Hal Smith, a captain in the Springfield Police Department, represented the police chief, who was unable to attend the meeting. Captain Smith is one of four division commanders. He manages the Services Division, which has some responsibility for the recruitment and hiring of police officers, for internal affairs of the police department, and for the operations of the police academy.¹¹

Captain Smith informed the Advisory Committee that the city is not tremendously diverse in population and is primarily white. He said Springfield has a relatively low crime rate and when compared to 20 other cities in the midwest, it ranked eighth on the overall crime index and eleventh in violent crimes. In 1996 there were four homicides and the department solved all four cases. The city experienced about a 5 percent reduction in crime in 1996. The police department has 334 persons on staff, of whom 261 are sworn officers and 73 are civilian staff. Almost all of the staff is committed to front-end (direct) service delivery to the community, including programs to eliminate domestic violence and gangs in Springfield.¹²

Captain Smith said traditional recruiting of minorities for the department includes site visits to universities that have a high number of minority students. The police department also advertises its job vacancies in newspapers with minority group readership. The department provides job announcements to minority organizations. These methods have not yielded the results desired by the Springfield police department.¹³

After the police department evaluated its traditional recruitment methods, military installations and junior colleges in rural areas of Missouri and Arkansas were added to

the list of sites visited for minority recruitment of sworn officer candidates. The police department also used the internship program as a recruitment strategy. Currently, of 11 interns, 7 are women and 2 are black persons. The objective of the program is to have the student interns return to work for the police department after receiving a college degree.¹⁴

Captain Smith explained how the department handles citizen complaints. The Springfield Police Department receives these complaints in various ways. These complaints include first party basis, second party basis, anonymously, by letter, by phone, and in person. Complaints are then divided into class 1, the most serious complaints, which are investigated by internal affairs; and class 2, minor complaints, which are generally handled by department supervisors. Timetables are used to manage and track complaints.

Class 1 complaint investigations are benchmarked for completion in 45 days. Persons responsible for complaint cases that are not investigated and completed in 45 days must explain, in a letter to the police chief, why the task was not completed. The chief will closely monitor this category of cases. Upon completion, class 1 complaints are forwarded to the Committee for Disciplinary Recommendations and are classified as sustained, not sustained, unfounded, exonerated, or policy failure.¹⁵ There have been approximately 65 complaints per year, per class.¹⁶

In a September 18, 1997, letter addressed to the Central Regional Office of the U.S. Commission on Civil Rights, Robert Greer of the Springfield Police Department responded to a request for information made during the Advisory Committee forum with reference to the number of citizen complaints on file. Sergeant Greer reported that in 1995 there were 54 citizen complaints and in 1996, 58 complaints made against Springfield police officers. As of September 18, 1997, 38 citizen complaints had been filed for the year. Of the 58 complaints filed in 1996, 11 were sustained. In the same year the highest number (16) of complaints dealt with discourtesies. The type of complaint with the highest number sustained (5) dealt with lack of services. In addition,

¹⁰ Ibid., p. 49.

¹¹ Hal Smith, *Transcript*, pp. 68-69.

¹² Ibid., pp. 70-71.

¹³ Ibid., p. 72.

¹⁴ Ibid., pp. 72-75.

¹⁵ Ibid., pp. 76-78.

¹⁶ Ibid., p. 83.

of the eight unnecessary, excessive use of force complaints, one was sustained. There were 172 use of force incidents in 1996.¹⁷

Captain Smith described the Springfield's police department's relationship with the minority communities as good. The police department generally contacts the NAACP whenever there is a racial concern affecting the Springfield

black community. He described the working relationship with the NAACP as cordial, healthy, sometimes testy but always straightforward in terms of credibility. In recent times the Springfield community's concerns have been about cocaine and ethnic gangs. According to Captain Smith, the police department considers itself an asset to any discussion on race relations.¹⁸

¹⁷ Robert Greer, IIAU, supervisor, Springfield Police Department, letter to Melvin L. Jenkins, USCCR, Sept. 18, 1997.

¹⁸ Ibid., pp. 78-80.

IV. How to File A Discrimination Complaint

The U.S. Commission on Civil Rights (USCCR) has compiled a document, *Getting Uncle Sam to Enforce Your Civil Rights*. It provides a list of Federal agencies and addresses along with a brief description of program responsibilities and civil rights laws these agencies must enforce.¹ The Missouri Advisory Committee through the Central Regional Office of the USCCR has distributed a regional directory with addresses and telephone numbers for more specific citizen complaints at the local level.²

The Missouri Advisory Committee also provided Springfield residents with technical assistance information from four Federal agencies, one State human rights agency, and one local human rights agency. Speaker presentations, complaint forms, instructions, and a directory of agency addresses were made available to participants at the community forum.

Federal Government

Four Federal agencies responsible for investigating and enforcing civil rights laws within their mandate and service jurisdiction made presentations to the Advisory Committee in Springfield, Missouri. These agencies included the U.S. Department of Education, Office for Civil Rights (OCR); the U.S. Department of Health and Human Services (HHS), OCR; the U.S. Department of Housing and Urban Development, Fair Housing Enforcement Center; and the Equal Employment Opportunity Commission (EEOC).³

On January 26, 1992, eight government departments including HHS began enforcing Title II of the Americans with Disabilities Act (ADA), which prohibits discrimination by State and local government entities on the basis of disability.⁴

According to John Halverson, director of HHS/OCR, Region VII:

Complaints are written allegations of discrimination based on the race, color, national origin, sex, age, creed, physical or mental disability and filed against recipients of Federal financial assistance, except in the area of Title II of ADA. Complaints of discrimination based on religion and sex can also be filed, but these are filed under certain of the block grant laws that OCR enforces.⁵

OCR provides technical assistance to ensure that beneficiaries and recipients of funding are aware of their civil rights compliance responsibilities. OCR has developed a strategic plan that will focus its limited resources in four specific areas: 1) access to health services and delivery of social services to minorities; 2) services to persons with limited English proficiency; 3) access and delivery of services to persons with HIV diseases; and 4) medical redlining. Medical redlining is the practice carried out by agencies such as home health providers who may choose not to provide services in certain minority neighborhoods. Generally, an agency's reasoning for not serving certain designated zones or areas is that it is dangerous for its staff to provide services there. Mr. Halverson stated that one cannot be denied benefits and services in program and activities funded by the U.S. Department of Health and Human Services because of race, national origin, age, religion, color, sex, or handicap. A person who believes that he or she has been discriminated against by an entity receiving financial assistance from HHS may file a complaint with OCR. Complaints usually must be filed within 180 days from the date of the alleged discriminatory act. The complainant may request a discrimination complaint form from OCR, which should include the following:

¹ U.S. Commission on Civil Rights, *Getting Uncle Sam to Enforce Your Civil Rights*, Clearinghouse Publication 59 (rev. September 1996).

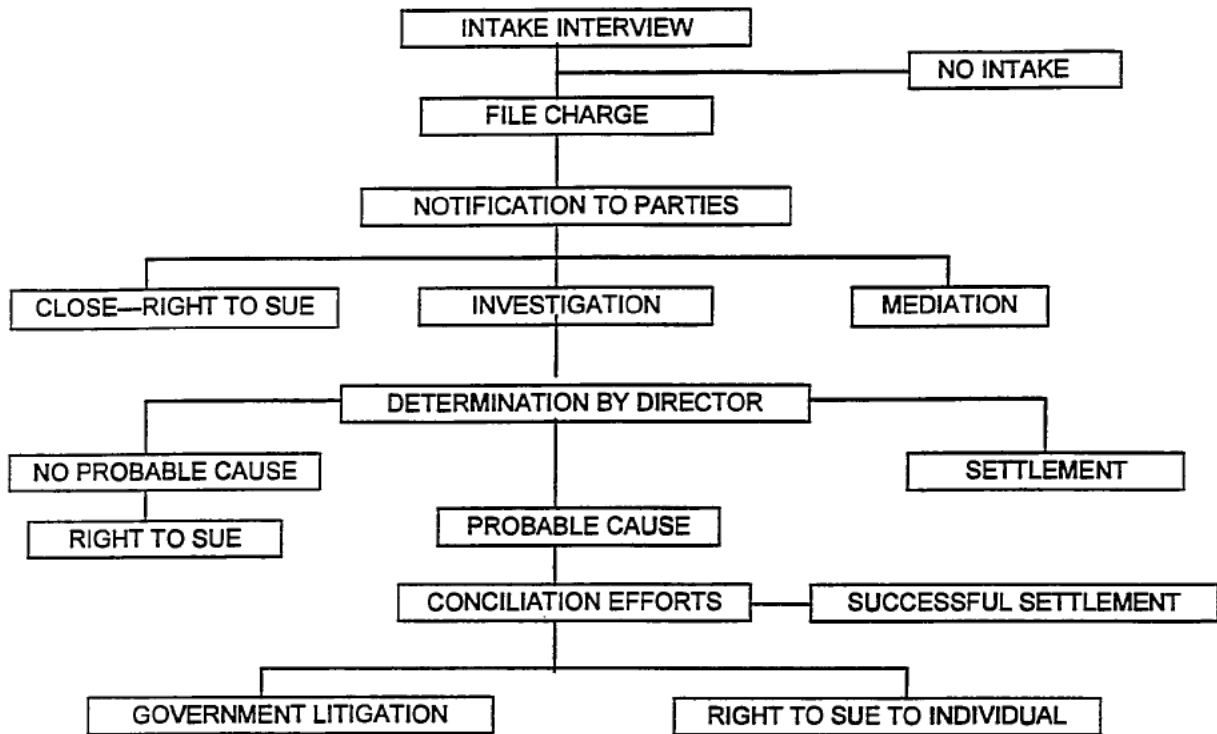
² Central Regional Office, USCCR, "Where to Turn Guide for Federal, State and Local Civil Rights Agencies."

³ Ibid.

⁴ Ibid., pp. 88-89.

⁵ John Halverson, Transcript of Missouri Advisory Committee community forum held Aug. 13, 1997, Springfield, MO (hereafter cited as *Transcript*), p. 90.

Complaint Process Flow Chart



1. the complainant's name, address and phone number
2. name and address of the institution or agency you believe discriminated against you
3. how, why and when you believe you were discriminated against and
4. any other relevant information

Institutions or agencies noted above can be nursing homes, hospitals, medicaid providers, senior citizen centers, alcohol and drug treatment centers, etc. The complaint must be written and signed by the complainant or his or her representative.¹

The U.S. Equal Employment Opportunity Commission also provided complaint information. Carl Frick, the enforcement manager, and Robert Royal, trial attorney supervisor, both from the EEOC office in St. Louis, made presentations to the Missouri Advisory Committee. According to Mr. Frick, EEOC is charged with enforcing employment discrimination laws. EEOC has jurisdiction over four legislative acts, Title VII of the Civil Rights Act, the Age Discrimina-

tion in Employment Act, the Americans with Disabilities Act, and the Equal Pay Act.²

For persons living in the Springfield area to file a complaint with EEOC in St. Louis, they have to call (314) 539-7800 and enter the voice mail system, which will require certain information. Persons may also call 1-800-669-7800. Then EEOC will send a charge inquiry form for the complainant to fill out and return to EEOC in St. Louis. The charge inquiry form information will go to an investigator. The investigator will contact the complainant within 21 days, to secure additional information and to draft a charge of discrimination that must be signed. Then EEOC will process the information as part of the investigation.³

EEOC's investigative process involves a reasonable cause standard. This standard cuts both ways. If EEOC finds a violation, it only needs to have a reasonable belief that a violation exists. EEOC also only needs a reasonable belief that a violation does not exist to stop processing the

¹ Ibid., pp. 90-100.

² Carl Frick, *Transcript*, p. 138.

³ Ibid., p. 139.

complaint.⁴ A current EEOC goal is to move the complaint process of the reasonable cause charges through the investigation in less than 270 days. An investigator picks up the charge, goes to the employer, obtain necessary information, reviews the information, and makes the quick decision. EEOC is also communicating this change in processing discrimination complaints to the community so that when the quick decision in a complaint is made, the individual and the community have a good understanding of the procedures that were followed in the investigation.⁵

EEOC is also using the alternate dispute resolution process. It allows parties to the complaint to have a neutral source to resolve the matter. The hope is that this method will move faster and persons who choose the alternate dispute resolution will be out of the system within 90 days with a satisfactory decision for both parties.

Robert Royal, the EEOC supervising trial attorney, described the legal aspect of the complaint process to the Advisory Committee. The St. Louis office has a legal unit with about 13 employees: a regional attorney, 2 supervisory trial attorneys, 5 trial attorneys, 4 paralegals, and 1 legal technician. A committee in the legal unit reviews the B charges (formal complaints) that might have some litigation potential. An "A" type charge is a complaint that is assigned to an attorney.⁶ The attorney is responsible for several tasks. The attorney makes sure the employer complies with the request for information. If the company does not comply, EEOC issues a subpoena for the information. If the subpoena does not produce the information requested, EEOC can go to a Federal court and have the judge enforce the administrative subpoena.⁷

After the information request is honored, EEOC attorneys confer with their investigators to evaluate the data and the strength of the case to see if more investigative work and evidence is needed. It is during this evaluation phase that the investigator and the case attorney recommend to the director that the complaint become a cause case.⁸ According to Mr. Royal, if the

cause case fails conciliation, then it goes into litigation. The EEOC area office in St. Louis has authorization to file lawsuits locally for certain types of cases. Title VII lawsuits can be filed locally unless they are class action lawsuits that cost \$100,000 or more to litigate. Class action lawsuits need approval from the Office of General Counsel (OGC) at Headquarters (Washington, D.C.). OGC reviews and coordinates all disability cases filed under the American with Disabilities Act. The EEOC area office in St. Louis has authority to process complaints and conduct litigation on employment discrimination cases. It has received a good mix of complaints from the four legislative acts within its mandate. Mr. Royal said that he had recollection of only two lawsuits in 10 years from the Springfield area.⁹

U.S. Department of Education, Office for Civil Rights

Whenever an individual or a group in the Springfield area experiences a discrimination incident in a school district and has not found satisfaction in their communications with school personnel, they can file a formal complaint to the U.S. Department of Education, Office for Civil Rights (OCR) in Kansas City, Missouri.

According to Angela Bennett, the OCR director, the agency has several tools available to process complaints: 1) the early complaint resolution; 2) agreements for corrective action; and 3) enforcement. OCR is a neutral party. It is not an advocate for the funding recipient or for the student. OCR is there to ensure equal access for both sides. The agency is concerned about completing an evaluation of the complaint within 30 days so that the complainant can know the status of the formal charge. OCR wants to know if it has jurisdiction under the Civil Rights Act and whether the complaints are filed in a timely manner and within 180 days of the alleged discriminatory act.¹⁰ Generally, the U.S. Department of Education follows procedures similar to other Federal or State agencies in processing formal complaints. If recipients of Federal funding do not comply with corrective actions, OCR can begin administrative enforcement proceedings to terminate assistance. But that is not

⁴ Ibid., pp. 140-42.

⁵ Ibid., pp. 142-43.

⁶ Robert Royal, *Transcript*, pp. 144-46.

⁷ Ibid., p. 146.

⁸ Ibid., p. 147.

⁹ Ibid., pp. 148-50.

¹⁰ Angela Bennett, *Transcript*, pp. 105-07.

OCR's purpose. Its purpose is equal access and it strives to bring recipients into compliance with civil rights laws. The withdrawal of Federal funds is an option that is rarely pursued.¹¹

The Kansas City office of the U.S. Department of Education conducted one of its first Profile Assessment Resolution Reviews (PARR) in the Springfield school district. It was not a traditional compliance review that focused on determining compliance or noncompliance. The PARR review differs from the traditional review because it involves community participation. The review team interviewed school staff and students and also included the input of community organizations and individuals. The outcome of this approach was the identification of problems and a negotiated resolution agreement to meet the needs of the school and the community. The PARR review in Springfield looked at policies and procedures of the school district. The school district did not have solid policies and procedures in place. The PARR review team's findings dealt with establishing nondiscriminatory policies and procedures in the area of student discipline.¹²

Malcolm Barnett, equal opportunity specialist in the Kansas City Fair Housing Office, U.S. Department of Housing and Urban Development (HUD), gave the Advisory Committee information on the Fair Housing Act complaint procedures. He said it is a violation of the act when a landlord treats potential renters differently because of their race, color, national origin, familial status, sex, or the fact that they have a disability. It is illegal to refuse to provide a reasonable accommodation for a person with a disability. It is also illegal to discriminate in the provision of either mortgage or home insurance. It is a violation of the Fair Housing Act to harass people who want to live in a neighborhood of their choice.¹³ Mr. Barnett said it was illegal for a municipality to use its zoning or code enforcement procedures to treat people differently because of their race, color, or because the property is to be used by persons with disabilities.¹⁴

Mr. Barnett described the complaint process by suggesting that if you are a victim of housing

discrimination, the first step is to file a formal complaint with HUD or the Missouri Human Rights Commission. Additional information is generally collected from the proper parties involved to better understand the complaint. Once the intake unit determines that the agency has jurisdiction, the case is assigned to an investigator. That staff person will complete the investigation within 73 days of the time HUD first received the complaint. The investigator will have 50 days to do the investigation. At the 90-day benchmark, there will be a decision as to whether the case was a violation of the act or not. Within 100 days, HUD will have to notify the parties that there was cause or there was no cause violation. If there is a violation of the act, HUD will provide legal assistance to the complainant. Both parties can agree to go before a HUD administrative law judge or either party can elect to go to Federal district court. At the Federal district court level, the U.S. attorney will assign an attorney to represent HUD and the complainant before the Federal judge or jury if necessary. A HUD attorney will represent the complainant before an administrative law judge. If the administrative law judge or the Federal judge finds discrimination, civil penalties are assessed against the person or organization that discriminated. At the administrative law judge level, only actual damages are allowed. If the discrimination case is tried in Federal district court, punitive damages are possible.¹⁵

Mr. Barnett noted that HUD administers the housing section of the American with Disabilities Act, which provides that the same rights must be given to persons in both the public and private sector and also requires that public accommodations be accessible.¹⁶ As resources are available, the U.S. Departments of Housing and Urban Development, Health and Human Services, and Education and EEOC all provide technical assistance and outreach services to underserved populations in the community. Local human rights agencies generally have the name and addresses of State and Federal government contacts if technical assistance is needed by individuals or organizations.

¹¹ Ibid., p. 110.

¹² Ibid., pp. 118-20.

¹³ Malcolm Barnett, *Transcript*, pp. 128-30.

¹⁴ Ibid., pp. 131-33.

¹⁵ Ibid.

¹⁶ Ibid., p. 135.

State Government

Donna Cavitte, director of the compliance unit, told the Advisory Committee that the Missouri Human Rights Commission (MHRC) is the State agency that receives and investigates discrimination complaints in the area of employment, public accommodations, and housing. It employs approximately 48 persons and has four offices. The central office is in Jefferson City and field offices are in St. Louis, Kansas City, and Sikeston. MHRC functions the same as Federal government enforcement agencies in processing complaints, with some exceptions. The State can investigate Missouri employers with at least six full-time or part-time employees. EEOC jurisdiction requires a minimum of 15 employees before accepting a complaint for investigation.¹⁷

MHRC is exploring the possibility of adding mediation as a formal process to help both parties involved in a formal complaint. The State commission has a work-sharing relationship with EEOC and the U.S. Department of Housing and Urban Development. Under this agreement, a person can file with the State agency and dually file with HUD if it is a housing discrimination complaint. This process creates a joint inventory and helps both agencies by coordinating complaint information.¹⁸

City Government

Kathy Clancy, the executive director of the Mayor's Commission on Human Rights and Community Relations in Springfield, gave the local government perspective on the discrimination complaint system. The mayor's commission is a two-person agency that provides technical assistance and intake service for residents of the city. It uses its 15-member board of volunteer commissioners to investigate complaints of discrimination, to make findings, and to mediate settlements. If this service does not prove suitable, the complainant has the option to file formally with the State human rights agency or the responsible Federal agency that has jurisdiction for that specific complaint.¹⁹

In 1996, 91 percent of the cases filed with the mayor's commission involved employment; 8 percent were housing and 2 percent were public accommodations complaints. Sexual harassment and disability cases declined and racial cases increased by 4 percent over the 1995 data.²⁰

Ms. Clancy said the city of Springfield has a lot of good programs and community efforts in place to improve race relations and to retain people of color who come to the city to live and work. She added that the attitude of all residents has to change in order to be more accepting of other cultures. The city has a long way to go, but Ms. Clancy believes that with cooperation, the goal of better race relations can be achieved.²¹

¹⁷ Donna Cavitte, *Transcript*, pp. 163-65.

¹⁸ *Ibid.*, pp. 168-69.

¹⁹ Kathy Clancy, *Transcript*, pp. 175-79.

²⁰ *Ibid.*, p. 181.

²¹ *Ibid.*, pp. 184-85.

V. Summary

The Missouri Advisory Committee, in its continuing efforts to monitor the status of civil rights throughout the State, conducted a forum on race relations in Springfield, Missouri. The Committee, knowing many taxpayers do not know where or how to file a discrimination complaint, invited Federal, State, and city human rights agencies to give presentations on enforcement of civil rights laws. Springfield residents, a police department official, the school district's superintendent, and the mayor all provided views on race relations in the Springfield area.

If the historical aspect of race relations in Springfield is considered, progress has been made. However, parents in certain areas of the city have complained about the high rate of student suspensions and a lack of response to parents' complaints by school officials. Meanwhile, the superintendent spoke of efforts that have been made to correct areas of parental concern. Federal officials who enforce civil rights laws in the schools are aware of the Springfield situation because formal complaints have been filed by parents and the NAACP. OCR is conducting outreach services and is becoming more visible in the Springfield community. The police department is improving its recruitment strategies in order to attract minority and female candidates for employment. The police department is now recruiting at military bases and community colleges.

There were city residents that have praised the work of the police department and others who spoke to the Committee of the different

standards used by the police in certain neighborhoods. Different standards were used by the police to monitor rallies held by the KKK and a group of citizens who opposed the KKK rally in a Springfield city park.

The Missouri Advisory Committee hopes the Civil Rights Empowerment Forum has provided information and resources that will be beneficial to the Springfield residents.

Government officials at the forum provided some good basic information on how their agencies function and on how the complaint system works within their agencies. All the government agencies that made presentations at the forum are involved in providing technical assistance and outreach services to underserved areas of the State. The ultimate objective of the forum was to bring information about the government's complaint systems closer to the taxpayer. The local NAACP branch has suggested and supported establishing of a citizen review board for police department complaints.

An additional objective was to describe the status of race relations in the city. The city of Springfield has a dark cloud hanging over it because of its history and recent discussions of the 1906 lynching on the town square. The city has the resources and the social systems in place to make positive changes that often are reflected in a vibrant community that has a quality school system and economic growth with quality jobs for its diverse work force. The Springfield community has the potential and the leadership to make positive changes and to take a giant step into the 21st century in the area of race relations.

Appendix A

**MISSOURI ADVISORY COMMITTEE
to the
U.S. COMMISSION ON CIVIL RIGHTS**

**LAMPLIGHTER INN
1772 SOUTH GLENSTONE
SPRINGFIELD, MO**

"CIVIL RIGHTS EMPOWERMENT FORUM"

AUGUST 13, 1997

AGENDA

- 3:00 p.m. OPENING REMARKS**
•Dr. Cora Thompson, Acting Chairperson
Missouri Advisory Committee, USCCR

•Melvin L. Jenkins, Director
Central Regional Office, USCCR
- 3:15 p.m. WELCOME**
•Mr. Lee Gannaway, Mayor
City of Springfield
- 3:30 p.m. •Dr. Arnold Greve, Superintendent
Springfield Public Schools**
- 4:00 p.m. •Lynn Rowe, Police Chief
City of Springfield**
- 4:30 p.m. •John Halverson, Director
Office for Civil Rights, Health & Human Services
Kansas City , MO**
- 4:50 p.m. •Angela M. Bennett, Director
Office for Civil Rights, U.S. Department of Education**

- 5:10 p.m. **BREAK**
- 5:20 p.m. •Malcolm Barnett, Chief, Intake/Conciliation
Great Plains Fair Housing Enforcement Center, HUD
Kansas City, KS
- 5:40 p.m. •Robert Royal, Supervising Trial Attorney
•Carl Fricks, Enforcement Manager
U.S. Equal Employment Opportunity Commission
St. Louis, MO
- 6:00 p.m. •Steve Skolnick, Acting Director
Missouri Human Rights Commission
Jefferson City, MO
- 6:20 p.m. •Kathleen A. Clancy, Executive Director
Mayor's Commission on Human Rights/Community Relations
Springfield, MO
- 6:40 p.m. •Lesia Denney, Executive Director
R.E.A.D.
Springfield, MO
- 7:00 p.m. •Rosemary Stewart-Stafford, Member
NAACP Springfield Branch, Executive Committee
- 7:20 p.m. •Athel Ransom II, President
NAACP Springfield Branch
- 7:40 p.m. **OPEN SESSION**
- 8:00 p.m. **ADJOURNMENT**

Appendix B



MISSOURI

FEDERAL AGENCIES

Department of Agriculture (USDA)

Office of Civil Rights Enforcement
Kansas City Regional Service Center
8900 State Line Road, Suite 402
Leawood, KS 66206
Tel: (913) 385-0920 Fax: (913) 385-0932
TDD: (913) 385-0930

OCRE is the umbrella civil rights office of USDA. OCRE has responsibility for the development, implementation, and coordination of all aspects of USDA's civil rights program. OCRE is responsible both for enforcing Federal civil rights laws prohibiting discrimination in federally assisted and conducted programs and for internal equal employment opportunity programs within enforcement responsibilities for Title II of the Americans with Disabilities Act of 1990, including investigating all complaints filed under the law. Geographic area(s) served: Illinois, Indiana, Iowa, Kansas, Minnesota, Missouri, Ohio, Wisconsin
Type(s) of publications: Directories and annual report

U.S. Commission on Civil Rights

Central Regional Office
Melvin L. Jenkins, Director
400 State Avenue, Suite 908
Kansas City, KS 66101
Tel: (913) 551-1400 Fax: (913) 551-1413
TDD: (913) 551-1414

The Commission is an independent, bipartisan agency first established by Congress in 1957 and reestablished in 1983. It is directed to: investigate complaints alleging that citizens are being deprived of their right to vote by reason of their race, color, religion, sex, age, disability, or national origin, or by reason of fraudulent practices; study and collect information relating to discrimination or a denial of equal protection of the laws under the Constitution because of race, color, religion, sex, age, disability, or national origin, or in the administration of justice; appraise Federal laws and policies with respect to discrimination or denial of equal protection of the laws because of race, color, religion, sex, age, disability, or national origin or in the administration of justice; serve as a national clearinghouse for information in respect to discrimination or denial of equal protection of the laws because of race, color, religion, sex, age, disability, or national origin; submit reports, findings, and recommendations to the President and Congress; and issue public service announcements to discourage discrimination or denial of equal protection of the laws.

Geographic area(s) served: Alabama, Arkansas, Iowa, Kansas, Louisiana, Mississippi, Missouri, Nebraska, and Oklahoma

Type(s) of publications: Newsletter, quarterly magazine, reports, and other informational material

Department of Education

Office for Civil Rights, Kansas City Enforcement Center
10220 N. Executive Hill Blvd., 8th Floor, 07-6010
Kansas City, MO 64153-1367
Tel: (816) 880-4200

OCR enforces four Federal statutes that prohibit discrimination in programs and activities receiving Federal financial assistance from the Department. Discrimination on the basis of race, color, and national origin is prohibited by Title VI of the Civil Rights Act of 1964; sex discrimination is prohibited by Title IX of the Education Amendments of 1972; discrimination on the basis of disability is prohibited by section 504 of the Rehabilitation Act of 1973; and age discrimination is prohibited by the Age Discrimination Act of 1975. OCR investigates complaints filed by individuals, or their representatives, who believe that they have been discriminated against because of race, color, national origin, sex, disability, or age. OCR maintains a headquarters office in Washington, D.C., and 10 regional offices. Geographic area(s) served: Iowa, Kansas, Missouri, and Nebraska

Department of Health and Human Services (HHS)

Office for Civil Rights (OCR), Region VII
601 East 12th Street, Room 248
Kansas City, MO 64106
Tel: (816) 426-7277 Fax: (816) 426-3535
TDD: (816) 426-7065

OCR is responsible for ensuring equal opportunity and compliance with laws prohibiting discrimination in the provision of health and social services. It conducts compliance reviews and receives and investigates complaints alleging discrimination based on race, color, sex, national origin, age, or disability. In addition, it conducts studies and surveys, conciliates, publicizes findings, and provides training. Geographic area(s) served: Iowa, Kansas, Missouri, and Nebraska

Department of Housing and Urban Development (HUD)

Office of Fair Housing and Equal Opportunity (FHEO)
Region VII
Gateway Tower II, 400 State Avenue
Kansas City, MO 66101-2506
Tel: (913) 551-6958 Fax: (913) 551-6856
TDD: (913) 551-6972

FHEO is responsible for the Department's Title VI enforcement activities. HUD administers a number of federally assisted programs aimed at both increasing the availability of housing and promoting community economic development. In addition to the civil rights statutes pertaining to HUD's federally assisted and federally conducted programs, FHEO is responsible for enforcing the fair housing laws and the Americans with Disabilities Act.

FHEO is concerned with discrimination based on race, color, religion, sex, national origin, age, or disability. It seeks conciliation, holds hearings, conducts studies, provides testimony for litigation, and offers public education programs and training and technical assistance.

Geographic area(s) served: Iowa, Kansas, Missouri, and Nebraska

Type(s) of publications: None

Department of Justice

Community Relations Service (CRS)

Region VII - Central

1100 Main, Room 1320

Kansas City, MO 64106

Tel: (816) 426-7434

The Service assists and aids communities in resolving civil rights disputes, conflicts, or difficulties related to race, color, or national origin. Areas of concern include employment, education, housing, and the administration of justice. In addition to receiving and investigating complaints, the Service seeks conciliation, conducts public education programs, publicizes its findings, and offers training and technical assistance.

Geographic area (s) served: Iowa, Kansas, Missouri, and Nebraska

Type(s) of publications: Annual reports

Department of Justice (DOJ)

Civil Rights Division

10th Street and Constitution Avenue, NW, Room 5643

Washington, D.C. 20530

Tel: (202) 514-4609 Fax: (202) 307-1379

TDD: (202) 514-0716

CRD is the primary entity, among six agencies within the Federal Government, responsible for enforcing Federal statutes prohibiting discrimination on the basis of race, color, sex, disability, religion, or national origin. CRD's jurisdiction extends to the enforcement of civil rights in education, housing, places of public accommodations, and voting. CRD also coordinates the enforcement activities of other Federal agencies.

Geographic area(s) served: United States and territories

Type(s) of publications: Brochures

Regional office(s): None

Department of Labor

Office of Federal Contract Compliance Programs (OFCCP)

Kansas City Regional Office

Gumbel Building

801 Walnut Street, Room 200

Kansas City, MO 64106

Tel: (816) 374-6174 Fax: (816) 374-6178

The OFCCP administers laws that prohibit discrimination based on race, color, religion, sex, national origin, disability, or veteran status. The programs require nondiscrimination and affirmative action in employment by Federal contractors

and subcontractors. The OFCCP's activities include conducting compliance reviews of Federal contractors and subcontractors, receiving and investigating complaints, publicizing findings, litigating cases, and providing compliance assistance to Federal contractors.

Geographic area(s) served: Iowa, Kansas, Missouri, and Nebraska

Type(s) of publications: Manuals and reports

Equal Employment Opportunity Commission (EEOC)

St. Louis District Office

1222 Spruce, Suite 8.100

St. Louis, MO 63103

Tel: (314) 539-7800 Fax: (314) 539-7894

Kansas City Area Office

Gateway Tower II

400 State Avenue, Suite 905

Kansas City, KS 66101

Tel: (913) 551-5655

EEOC enforces Title VII of the Civil Rights Act of 1964, which prohibits employment discrimination based on race, color, religion, sex, or national origin; the Age Discrimination in Employment Act; the Equal Pay Act; Title I of the Americans with Disabilities Act, which prohibits employment discrimination against people with disabilities in the private sector and State and local Governments; prohibitions against employment discrimination affecting individuals with disabilities in the Federal Government; and sections of the Civil Rights Act of 1991.

Geographic area(s) served: Kansas, Missouri, and Illinois

Type(s) of publications: News releases

U.S. Department of Justice

U.S. Attorney's Office, Western

District of Missouri

1201 Walnut, Suite 2300

Kansas City, MO 64106

Tel: (816) 426-3122

Federal Reserve Bank/Community Affairs

925 Grand

Kansas City, MO 64108

Tel: 816) 881-2203

MISSOURI

STATE & LOCAL AGENCIES

COLUMBIA

**Columbia Commission on Human
c/o Office of Community Services**
Stefan Denson, Commission Chair
P.O. Box N
Columbia, MO 65205
Tel: (314) 874-7488 Fax: (314) 874-7681
TDD: (314) 874-7215

The Commission investigates and mediates complaints of discrimination in the city of Columbia. It provides community education and outreach in the city.
Geographic area(s) served: City of Columbia
Type(s) of publications: Newsletter

National Federation of the Blind of Missouri
Gary Wunder
2910 Bluegrass Court
Columbia, MO 65201
Tel: (573) 874-1774

Provide referrals to other agencies as well as limited direct services in the areas of education and rehabilitation. A consumer organization which seeks to influence public and private policies related to blindness.

FULTON

Fulton Human Rights Commission
The Rev. Raymond McCallister, Chair
P.O. Box 130
Fulton, MO 65251
Tel: (314) 642-6826 Fax: (314) 642-0200
TDD: None

The mission of this Commission is to support the Missouri Commission on Human Rights and enforce prohibitions against discrimination in housing, employment, and places of public accommodation. The Commission promotes through community effort, good will, and cooperation among the groups and citizens of the community; establishes educational campaigns and programs by teaching the need for eliminating discrimination against persons because of their race, color, religion, national origin, ancestry, sex, handicap, and age as it relates to employment, and familial status as it relates to housing; and promotes the general welfare of the senior citizens.
Geographic area(s) served: City of Fulton
Type(s) of publications: None

Fulton Family Resource Center
Robert Hickom, Director
348 Sycamore
Fulton, MO 65251
Tel: (573) 592-0178

NAACP

Jack McBride
6580 County Road 108
Fulton, MO 65251
Tel: (573) 642-5462

Habitat for Humanity
Lynn Korff
4795 State Road F
Fulton, MO 65251
Tel: (573) 642-3891

Serve, Inc.
Marty Pliore, Director
302 Market Street
Fulton, MO 65251
Tel: (573) 642-6388

INDEPENDENCE

Independence Human Relations Commission
Rosalind R. Woods, Staff Liaison
Personnel Department
223 North Memorial Drive
Independence, MO 64050
Tel: (816) 325-7798 Fax: (816) 325-7393
TDD: None

The Commission receives, hears, and investigates complaints and initiates its own investigations, and reports to the Council on all racial, religious, and ethnic group tensions, prejudice, intolerance, bigotry, and discrimination, and any breach of the peace or disorder occasioned thereby.
Geographic area(s) served: City of Independence
Type(s) of publications: None

JEFFERSON CITY

Missouri Commission for the Deaf
1103 Rear Southwest Boulevard
Jefferson City, MO 65109
Tel: (573) 526-5205
Fax: (573) 526-5209

The Missouri Commission for the Deaf shall function as an agency of the State to advocate public policies, regulations, and programs to improve the quality and coordination of existing services for individuals with hearing loss, and to

promote new services whenever necessary. To these ends, the Missouri Commission for the Deaf will work with individuals, service providers, organizations and State agencies as an active force, to better the lives and opportunities of all Missourians with hearing loss.

Missouri Protection & Advocacy Services

Shawn de Loyola, Executive Director
925 South Country Club Drive
Jefferson City, MO 65109
Tel: (573) 893-3333 or 1-800-392-8667
Fax: (573) 893-4231

A private, not-for-profit corporation mandated under Federal laws to protect and advocate for the human and legal rights of Missourians with disabilities. Services are provided in four basic categories: advocacy, legal, legislative, and training.

Missouri Commission on Human Rights

Donna N. Caville
P.O. Box 1129
Jefferson City, MO 65102-1129
Tel: (573) 751-3325 Fax: (573) 751-2905
TDD: (314) 340-7590

The Commission's purpose is to encourage fair treatment, foster mutual understanding and respect, and to discourage discrimination. The Commission is empowered to enforce the Missouri Human Rights Act. It has authority to receive, investigate, and resolve complaints of alleged discrimination in employment, housing, and public accommodations based on race, sex, religion, color, national origin, ancestry, handicap, age (as it relates to employment), or familial status (as it relates to housing).

Geographic area(s) served: State of Missouri
Type(s) of publications: Newsletter

KANSAS CITY

Kansas City (MO) Human Rights Department

Michael D. Bates, Director
City Hall, 4th Floor
414 East 12th Street
Kansas City, MO 64106
Tel: (816) 274-1432 Fax: (816) 274-1025
TDD: (816) 274-1235

The Department investigates complaints of discrimination based upon race, gender, ethnicity, religion, age (over 40), disability, or family status in employment, housing, and public accommodations. The Department enforces the city's ordinance that prohibits discrimination in employment, housing, and public accommodations on the basis of race, national origin, sex, disability, religion, marital status, and sexual orientation. It also monitors affirmative action compliance, the minority and women's business enterprise programs, and resolves disputes involving interracial conflict.

Geographic area(s) served: City of Kansas City
Type(s) of publications: None

American Indian Council
310 Armour Road, Suite 205
North Kansas City, MO 64116
Tel: (816) 471-4898 or 1-800-546-4898

National Conference of Christians and Jews

Susan MacBeth, Executive Director
8301 State Line Road, Suite 203
Kansas City, MO 64114
Tel: (816) 333-5059
Fax: (816) 333-5169

IMAGE de Greater Kansas City

Stella Alejas
P.O. Box 8457
Kansas City, MO
Tel: (913) 551-6980

Project Equality

Kirk Perucca
6301 Rockhill Road
Kansas City, MO 64131
Tel: (816) 361-9222

Urban League of Greater Kansas City

1710 Paseo
Kansas City, MO 64108
Tel: (816) 471-0550
Fax: (816) 471-3064

Harmony In A World of Difference

Diane Hershberger, Executive Director
2700 East 18th
Kansas City, MO 64127
Tel: (816) 482-5011

Coalition of Hispanics

John Paul Chaurand
c/o Guadalupe Center
1015 West 23rd
Kansas City, MO 64108
Tel: (816) 472-4770

Legal Aid of Western Missouri

Richard F. Halliburton, Executive Director
1006 Grand
600 Lathrop Building
Kansas City, MO 64106
Tel: (816) 474-6750
Fax: (816) 474-0751
Legal Aid of Western Missouri (LAWMO) provides free civil legal services to the low-income population of a 40 county area of western Missouri. Priority cases include housing, government benefits (i.e. food stamps, AFDC, Medicaid,

Medicare, Social Security, veterans benefits), consumer law, immigration, juvenile and adult abuse, family law and issues affecting the elderly.

Mayor's Office on Disabilities

Janice Kelly, Director
4th Floor, City Hall
414 East 12th Street
Kansas City, MO 64108-2780
Tel: (816) 274-1235
Fax: (816) 274-1025

The Office on Disabilities serves as a technical resource center and advisor to the Mayor, City Council, City Manager and Department Directors for programs, services, and activities relating to persons with disabilities. Provides information and referral services for citizens with disabilities as well as assist individuals and community-based groups to access city services and community-based programs. Coordinate city-wide activities and responses in complying with the Americans with Disabilities Act.

Greater Kansas City Select Committee on Glass Ceiling Issues

Kirk Perucci or Joanne Collins
c/o Project Equality
6301 Rockhill Road
Kansas City, MO 64110
Tel: (816) 361-9222

American Civil Liberties Union

706 West 42nd Street
Kansas City, MO 64113
Tel: (816) 756-3113

SPRINGFIELD

Springfield Commission on Human Rights & Community Relations

Kathy Clancy, Director
1514 South Glenstone
Springfield, MO 65804
Tel: (417) 891-1690 Fax: (417) 887-1892
TDD: None

The Springfield Commission's ordinance prohibits discrimination in employment, public accommodations, and housing on the basis of creed or ancestry in addition to the federally protected classes. The Commission has a working relationship with the State Commission on Human Rights
Geographic area (s) served: City of Springfield
Type(s) of publications: None

ST. JOSEPH

St. Joseph Human Rights Commission
The Reverend Al Brown, Equal Opportunity Officer
11th and Frederick Avenue

St. Joseph, MO 64501

Tel: (816) 271-4832 Fax: (816) 271-4740
TDD: None

The Commission is responsible for the enforcement of the local fair housing law. The Commission accepts and investigates complaints of discrimination.

Geographic area(s) served: City of St. Joseph
Type(s) of publications: None

Department of Community Services

Community Development Division

Carol McGaughy, Loan and Fair Housing Coordinator

City Hall, Room 405
1100 Frederick Avenue
St. Joseph, MO 64501
Tel: (816) 271-4609 Fax: (816) 271-5365
TDD: None

The Coordinator is responsible for furthering local Fair Housing initiatives and monitors compliance with the Disadvantaged Business Enterprises (DBE) plan for community development programs. The Coordinator also accepts fair housing complaints and investigates, and works with parties involved to solve problems. If probable cause of alleged discriminatory practice is found and an agreeable solution for parties involved cannot be reached the complaint is then forwarded to the office of the U.S. Department of Housing and Urban Development, Office of Fair Housing and Equal Opportunity. This office only handles housing complaints.

Geographic area(s) served: City of St. Joseph
Type(s) of publications: None

ST. LOUIS

St. Louis Civil Rights Enforcement Agency (CREA)

Jacqui Lester, Executive Director
906 Olive, Suite 1100
St. Louis, MO 63101
Tel: (314) 622-3301 Fax: (314) 622-4190
TDD: None

CREA's ordinances are comprehensive and prohibit discrimination in employment, housing, and public accommodations, as well as bias-motivated crimes. The protected bases include race, color, religion, sex, age (over 40 in employment only), Disability, familial status (housing only), sexual orientation, marital status, national origin or ancestry, legal source of income (housing only), or medical conditions (bias crime only). Besides its enforcement activities, CREA also provides information and referral services, education and outreach programs, and tenant-landlord rights and responsibilities.

Geographic area(s) served: City of St. Louis
Type(s) of publications: None



A RESOLUTION

ESTABLISHING that it shall be the policy of the City of Springfield, Missouri, to provide for equal employment opportunity to all qualified persons regardless of race, color, sex, religion, national origin, ancestry, age, handicap, or political affiliation.

WHEREAS, the City of Springfield, Missouri, is a government agency charged with certain duties under the law with respect to equal employment opportunity; and

WHEREAS, it has been the policy of the City of Springfield, Missouri, for a number of years to encourage equal employment opportunity by enacting various ordinances of the City prohibiting discrimination based on race, color, sex, religion, national origin, ancestry, age, handicap, or political affiliation; and

WHEREAS, these ordinances express the policy of the City of Springfield, Missouri, to encourage equal employment opportunity for all citizens; and

WHEREAS, from time to time there is a need to reaffirm the policies set forth in such ordinances.

NOW, THEREFORE, BE IT RESOLVED BY THE COUNCIL OF THE CITY OF SPRINGFIELD, MISSOURI, as follows:

Section 1 - That the City Council hereby declares that it is the policy of the City of Springfield to provide for equal employment opportunity to all qualified persons regardless of race, color, sex, religion, national origin, ancestry, age, handicap, or political affiliation, except where age, sex, or physical qualifications are occupational requirements and are permitted by law. Included in the "prohibition of discrimination in employment" is upgrading, demotion, transfer, recruitment, advertising, layoff, termination, rates of pay, or other forms of compensation or fringe benefits, and selection for training and development of employees.

Section 2 - In order to encourage the implementation of such policy, the City Council hereby directs that a copy of the City's Affirmative Action Plan shall be maintained in the City Personnel Department. The Director shall annually update said plan in accordance with designated goals and objectives and shall make recommendations to the City Manager for improving the overall program. The Affirmative Action Plan shall designate specific areas of responsibility, along with goals and timetables as may be appropriate.

Section 3 - The intent of the Affirmative Action Plan is to provide a framework in which the City can operate to assure equal employment opportunity for all with the objective of eliminating any disparity between the minority and female composition of City employment in relation to the total statistical area population.

Passed at Meeting: October 23, 1978

Paul H. [Signature]
Mayor

Attest: [Signature] City Clerk

Approved as to Form: [Signature] City Attorney

Approved for Council Action: [Signature] City Manager

Appendix D

**CITY OF SPRINGFIELD
AFFIRMATIVE ACTION PROGRAM**

Fiscal Year 1994-1995

Department - All Departments

EEO4 Category	Total Emp.	Sex				Race			
		Male		Female		Non-Min.		Min.	
		#	%	#	%	#	%	#	%
A. Officials & Administrators	52	45	87	7	13	52	100	0	
B. Professionals	460	249	54	211	46	446	97	14	3
C. Technicians	208	169	81	39	19	200	96	8	4
D. Protective Service Workers	423	373	88	50	12	404	96	19	4
E. Paraprofessionals	17	1	6	16	94	16	94	1	6
F. Office & Clerical	295	62	21	233	79	290	98	5	2
G. Skilled Craft Workers	116	115	99	1	1	115	99	1	1
H. Service/Maintenance Workers	351	302	86	49	14	340	97	11	3
Department Totals	1922	1316	68	606	32	1863	97	59	3

CITY OF SPRINGFIELD
AFFIRMATIVE ACTION PROGRAM

Fiscal Year 1995-1996

Department - All Departments

EEO4 Category	Total Emp.	Sex				Race			
		Male		Female		Non-Min.		Min.	
		#	%	#	%	#	%	#	%
A. Officials & Administrators	54	44	81	10	19	53	98	1	2
B. Professionals	202	117	58	85	42	196	97	6	3
C. Technicians	243	202	83	41	17	235	97	8	3
D. Protective Service Workers	423	375	89	48	11	396	94	27	6
E. Paraprofessionals	339	131	39	208	61	332	98	7	2
F. Office & Clerical	337	69	20	268	80	333	99	4	1
G. Skilled Craft Workers	154	152	99	2	1	153	99	1	1
H. Service/Maintenance Workers	267	236	88	31	12	257	96	10	4
Department Totals	2019	1326	66	693	34	1955	97	64	3

U.S. COMMISSION ON CIVIL RIGHTS
Central Regional Office
Gateway Tower II
400 State Ave., Suite 908
Kansas City, KS 66101-2406

OFFICIAL BUSINESS
PENALTY FOR PRIVATE USE \$300